Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Science Technology and Research	Application Services	Dustin Crump	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro A Desktop Support	James Kammeyer	1 0	1 0
		Robert Wall	5 0	5 0
		Assigned to Individual Total	6 0	6 0
	Assigned Group Total		8 1	8 1
Customer Company Total			8 1	8 1

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response	
			Low	MIR Total
Science Technology and Research	Application Services	Dustin Crump	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Desktop Support	James Kammeyer	1 0	1 0
		Robert Wall	5 0	5 0
		Assigned to Individual Total	6 0	6 0
	Assigned Group Total		8 0	8 0
Customer Company Total			8 0	8 0

Enterprise Incident Report March 2012

As of **4/2/2012**

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Science Technology and Research	Application Services	Dustin Crump	1 0.18	1 0.18
		Assigned to Individual Total	1 0.18	1 0.18
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro A Desktop Support	James Kammeyer	1 0.00	1 0.00
		Robert Wall	5 0.02	5 0.02
		Assigned to Individual Total	6 0.02	6 0.02
	Assigned Group Total		8 0.04	8 0.04
Customer Company Total			8 0.04	8 0.04

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Science Technology and Research	Application Services	Dustin Crump	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Desktop Support	James Kammeyer	1 0	1 0
		Robert Wall	5 0	5 0
		Assigned to Individual Total	6 0	6 0
	Assigned Group Total		8 0	8 0
Customer Company Total			8 0	8 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

			Top Number - Total Incidents Bottom Number - Average time in hours	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**ATTR Total**
Science Technology and Research	Application Services	Dustin Crump	1 0.49	1 0.49
		Assigned to Individual Total	1 0.49	1 0.49
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro A Desktop Support	James Kammeyer	1 0.04	1 0.04
		Robert Wall	5 0.84	5 0.84
		Assigned to Individual Total	6 0.71	6 0.71
	Assigned Group Total		8 0.59	8 0.59
Customer Company Total			8 0.59	8 0.59

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Detail

INC000000476619	Ronda Robbins Jones	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.01
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed		TTR Missed: No	0.06
INC000000481691	Ronda Robbins Jones	Network	None	None		TIR Missed: No	0.10
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Resolved		TTR Missed: No	2.62
INC000000484620	Ronda Robbins Jones	PC/Laptop	Virus	None		TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Resolved		TTR Missed: No	1.36
INC000000485012	Ted McAleer	Mobile Devices	None	None		TIR Missed: No	0.18
Application Services	Dustin Crump	Science Technology and Research	Low	Resolved		TTR Missed: No	0.49
INC000000485470	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Resolved		TTR Missed: No	0.03
INC000000486476	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	James Kammeyer	Science Technology and Research	Low	Resolved		TTR Missed: No	0.04
INC000000487588	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Resolved		TTR Missed: No	0.14
INC000000487739	Ted McAleer	Application	Password	Action Request System		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Science Technology and Research	Low	Resolved		TTR Missed: No	0.00